



STATE OF HAWAII

PROGRAM TITLE:

INDIVIDUAL RIGHTS

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | |
|--|---------------------|--------|----------|-------|-----------------------------|--------|----------|---|-----------------------------|-----------|----------|--------|---|-------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 542.00 | 476.00 | - | 66.00 | 12 | 603.00 | 516.00 | - | 87.00 | 14 | 603.00 | 601.00 | - | 2.00 | 0 |
| EXPENDITURES (\$1000's) | 64,186 | 56,668 | - | 7,518 | 12 | 17,563 | 14,024 | - | 3,539 | 20 | 53,158 | 58,359 | + | 5,201 | 10 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 542.00 | 476.00 | - | 66.00 | 12 | 603.00 | 516.00 | - | 87.00 | 14 | 603.00 | 601.00 | - | 2.00 | 0 |
| EXPENDITURES (\$1000's) | 64,186 | 56,668 | - | 7,518 | 12 | 17,563 | 14,024 | - | 3,539 | 20 | 53,158 | 58,359 | + | 5,201 | 10 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR | | | | | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 | |
| 2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES | | | | | 89 | 88 | - | 1 | 1 | 95 | 90 | - | 5 | 5 | |
| 3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS | | | | | 97 | 99 | + | 2 | 2 | 97 | 99 | + | 2 | 2 | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance in the Individual Rights Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties.

Expenditures: FY 07 and FY 08 variances are generally attributed to personnel expenditures being less than planned due to position vacancies. In addition, other expenses contingent on varying factors such as recovery claims and litigation costs contributed to this variance.

PART II - MEASURES OF EFFECTIVENESS

See lowest level programs for explanation of variances

STATE OF HAWAII

PROGRAM TITLE:

PROTECTION OF THE CONSUMER

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1001

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | |
|--|---------------------|--------|----------|----|-----------------------------|--------|----------|----|-----------------------------|-----------|----------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | |
| POSITIONS | 400.00 | 341.00 | - 59.00 | 15 | 456.00 | 381.00 | - 75.00 | 16 | 456.00 | 454.00 | - 2.00 | 0 |
| EXPENDITURES (\$1000's) | 51,704 | 43,822 | - 7,882 | 15 | 13,752 | 10,581 | - 3,171 | 23 | 42,954 | 47,404 | + 4,450 | 10 |
| TOTAL COSTS | | | | | | | | | | | | |
| POSITIONS | 400.00 | 341.00 | - 59.00 | 15 | 456.00 | 381.00 | - 75.00 | 16 | 456.00 | 454.00 | - 2.00 | 0 |
| EXPENDITURES (\$1000's) | 51,704 | 43,822 | - 7,882 | 15 | 13,752 | 10,581 | - 3,171 | 23 | 42,954 | 47,404 | + 4,450 | 10 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | |
| 1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR | | | | | 100 | 100 | + 0 | 0 | 100 | 100 | + 0 | 0 |
| 2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES | | | | | 89 | 88 | - 1 | 1 | 95 | 90 | - 5 | 5 |
| 3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS | | | | | 97 | 99 | + 2 | 2 | 97 | 99 | + 2 | 2 |

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

REGULATION OF SERVICES

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100103

VARIANCE REPORT

REPORT V61

11/29/07

| FISCAL YEAR 2006-07 | | | | | | | | | | | | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-----------------------------|----------|--|---|-----------------------------|--|--|--|--|--|--|--|--|--|--|--------|--|--|--|-----------|----------|--|---|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|----|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| BUDGETED | | | | | | | | | | | | | | | ACTUAL | ± CHANGE | | % | BUDGETED | | | | | | | | | | | | | | | ESTIMATED | ± CHANGE | | % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | 236.00 | | | | | | | | | | | | | | | 196.00 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 40.00 | | | | | | | | | | | | | | | 17 | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | 33,481 | | | | | | | | | | | | | | | 27,355 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 6,126 | | | | | | | | | | | | | | | 18 | | | | | | | | | | | | | | |
| TOTAL COSTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | 236.00 | | | | | | | | | | | | | | | 196.00 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 40.00 | | | | | | | | | | | | | | | 17 | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | 33,481 | | | | | | | | | | | | | | | 27,355 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 6,126 | | | | | | | | | | | | | | | 18 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 8,823 | | | | | | | | | | | | | | | 6,431 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 2,392 | | | | | | | | | | | | | | | 27 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 240.00 | | | | | | | | | | | | | | | 196.00 | | | | | | | | | | | | | | | - | | | | | | | | | | | | | | | 44.00 | | | | | | | | | | | | | | | 18 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 240.00 | | | | | | | | | | | | | | | 240.00 | | | | | | | | | | | | | | | + | | | | | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | 0 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 28,304 | | | | | | | | | | | | | | | 31,430 | | | | | | | | | | | | | | | + | | | | | | | | | | | | | | | 3,126 | | | | | | | | | | | | | | | 11 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 240.00 | | | | | | | | | | | | | | | 240.00 | | | | | | | | | | | | | | | + | | | | | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | 0 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | 28,304 | | | | | | | | | | | | | | | 31,430 | | | | | | | | | | | | | | | + | | | | | | | | | | | | | | | 3,126 | | | | | | | | | | | | | | | 11 | | | | | | | | | | | | | | |
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Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE: CABLE TELEVISION

PROGRAM-ID: CCA-102

PROGRAM STRUCTURE NO: 10010301

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | |
|---|---------------------|--------|----------|------|-----------------------------|--------|----------|----|-----------------------------|-----------|----------|-------|----|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 4.00 | 4.00 | + | 0.00 | 0 | 4.00 | 4.00 | + | 0.00 | 0 | 4.00 | 4.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,209 | 1,966 | - | 243 | 11 | 908 | 111 | - | 797 | 88 | 2,724 | 3,535 | + | 811 | 30 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 4.00 | 4.00 | + | 0.00 | 0 | 4.00 | 4.00 | + | 0.00 | 0 | 4.00 | 4.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,209 | 1,966 | - | 243 | 11 | 908 | 111 | - | 797 | 88 | 2,724 | 3,535 | + | 811 | 30 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE | | | | | 99 | 99 | + | 0 | 0 | 99 | 99 | + | 0 | 0 | |
| 2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS | | | | | 99 | 99 | + | 0 | 0 | 99 | 99 | + | 0 | 0 | |
| 3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS | | | | | 99 | 99 | + | 0 | 0 | 99 | 99 | + | 0 | 0 | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. HAWAII HOUSEHOLDS (000) | | | | | 425 | 425 | + | 0 | 0 | 425 | 425 | + | 0 | 0 | |
| 2. HAWAII BUSINESSES (000) | | | | | 30 | 30 | + | 0 | 0 | 30 | 30 | + | 0 | 0 | |
| 3. CABLE TELEVISION SUBSCRIBERS (000) | | | | | 397 | 400 | + | 3 | 1 | 397 | 400 | + | 3 | 1 | |
| 4. CABLE TELEVISION COMPANIES | | | | | 2 | 2 | + | 0 | 0 | 2 | 2 | + | 0 | 0 | |
| 5. PEG ACCESS ORGANIZATIONS | | | | | 4 | 4 | + | 0 | 0 | 4 | 4 | + | 0 | 0 | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS) | | | | | 2 | 2 | + | 0 | 0 | 2 | 2 | + | 0 | 0 | |
| 2. # OF CATV APPLICATIONS REVIEWED BY CATV | | | | | 1 | 1 | + | 0 | 0 | 1 | 1 | + | 0 | 0 | |
| 3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV | | | | | 12 | 12 | + | 0 | 0 | 12 | 12 | + | 0 | 0 | |
| 4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN | | | | | 10 | 10 | + | 0 | 0 | 10 | 10 | + | 0 | 0 | |
| 5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS | | | | | 4 | 4 | + | 0 | 0 | 4 | 4 | + | 0 | 0 | |
| 6. # OF COMPLAINTS AND INQUIRIES RECEIVED | | | | | 220 | 225 | + | 5 | 2 | 225 | 225 | + | 0 | 0 | |
| 7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV | | | | | 8 | 8 | + | 0 | 0 | 8 | 8 | + | 0 | 0 | |
| 8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED | | | | | 50 | 53 | + | 3 | 6 | 50 | 53 | + | 3 | 6 | |
| 9. # OF PEG ACCESS RELATED ACTIVITIES | | | | | 240 | 260 | + | 20 | 8 | 250 | 260 | + | 10 | 4 | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: CABLE TELEVISION

10 01 03 01
CCA 102

PART I - EXPENDITURES AND POSITIONS

Expenditures: The variance is generally attributed to unexpended funds for planned inter-island and mainland travel as well as associated and general operating expenses.

PART II - MEASURES OF EFFECTIVENESS

No variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

No significant variances.

STATE OF HAWAII

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PROGRAM-ID:

CCA-103

PROGRAM STRUCTURE NO: 10010302

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|----------------------------------|---------------------|--------|----------|-------|----|-----------------------------|--------|----------|-------|----|-----------------------------|-----------|----------|------|---|
| | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ESTIMATED | ± CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 23.00 | 11.00 | - | 12.00 | 52 | 23.00 | 12.00 | - | 11.00 | 48 | 23.00 | 23.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,592 | 221 | - | 2,371 | 91 | 343 | 479 | + | 136 | 40 | 2,363 | 2,249 | - | 114 | 5 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 23.00 | 11.00 | - | 12.00 | 52 | 23.00 | 12.00 | - | 11.00 | 48 | 23.00 | 23.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,592 | 221 | - | 2,371 | 91 | 343 | 479 | + | 136 | 40 | 2,363 | 2,249 | - | 114 | 5 |

| | FISCAL YEAR 2006-07 | | | | | FISCAL YEAR 2007-08 | | | | |
|---|---------------------|--------|----------|-------|-----|---------------------|-----------|----------|-------|-----|
| | PLANNED | ACTUAL | ± CHANGE | | % | PLANNED | ESTIMATED | ± CHANGE | | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | |
| 1. AV% DEC ON UTIL & TRANP AGREE W/DIV RECOMMENDATNS | 80 | 80 | + | 0 | 0 | 80 | 80 | + | 0 | 0 |
| 2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S) | 10000 | 52134 | + | 42134 | 421 | 10000 | 50000 | + | 40000 | 400 |
| 3. CONS SAV DUE TO PARTIC IN MOTOR CARR PROC (000'S) | NO DATA | 0 | + | 0 | 0 | NO DATA | 0 | + | 0 | 0 |
| 4. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S) | 5 | 0 | - | 5 | 100 | NO DATA | 5 | + | 5 | 0 |
| 5. % PROCEDURAL DEADLINES MET | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 |
| 6. # PEOPLE REACHED THROUGH EDUC/OUTREACH EVENTS | 300 | 300 | + | 0 | 0 | 300 | 300 | + | 0 | 0 |
| 7. # OF NEWSLETTERS/PUBLICATIONS DISTRIBUTED | 300 | 300 | + | 0 | 0 | 300 | 300 | + | 0 | 0 |
| 8. # OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS | 24 | 22 | - | 2 | 8 | 24 | 24 | + | 0 | 0 |
| 9. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES | 13 | 14 | + | 1 | 8 | 14 | 14 | + | 0 | 0 |

| | | | | | | | | | | |
|--|------|------|---|----|----|------|------|---|----|----|
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000'S) | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 |
| 2. # OF RESIDENTIAL ELECTRICAL METERS (000'S) | 400 | 405 | + | 5 | 1 | 400 | 406 | + | 6 | 2 |
| 3. # OF NON-RESIDENTIAL USERS (000'S) | 66 | 65 | - | 1 | 2 | 66 | 65 | - | 1 | 2 |
| 4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC | 4 | 4 | + | 0 | 0 | 4 | 4 | + | 0 | 0 |
| 5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS | 23 | 21 | - | 2 | 9 | 24 | 22 | - | 2 | 8 |
| 6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI | 210 | 179 | - | 31 | 15 | 210 | 179 | - | 31 | 15 |
| 7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC | 40 | 39 | - | 1 | 3 | 40 | 39 | - | 1 | 3 |
| 8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY | 450 | 521 | + | 71 | 16 | 453 | 535 | + | 82 | 18 |
| 9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY | 600 | 590 | - | 10 | 2 | 603 | 596 | - | 7 | 1 |
| 10. # WATER CARRIERS REGULATED BY PUC | 3 | 4 | + | 1 | 33 | 3 | 4 | + | 1 | 33 |

| | | | | | | | | | | |
|---|-----|-----|---|----|-----|-----|-----|---|---|---|
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | |
| 1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV | 5 | 12 | + | 7 | 140 | 5 | 5 | + | 0 | 0 |
| 2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV | 100 | 183 | + | 83 | 83 | 100 | 100 | + | 0 | 0 |
| 3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV | 140 | 96 | - | 44 | 31 | 140 | 140 | + | 0 | 0 |
| 4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV | 2 | 2 | + | 0 | 0 | 2 | 2 | + | 0 | 0 |
| 5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV | 12 | 7 | - | 5 | 42 | 12 | 12 | + | 0 | 0 |
| 6. # OF EDUCATION/OUTREACH EVENTS ATTENDED | 24 | 24 | + | 0 | 0 | 24 | 24 | + | 0 | 0 |
| 7. # OF NEWSLETTERS/PUBLICATIONS CREATED | 3 | 1 | - | 2 | 67 | 3 | 3 | + | 0 | 0 |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 03 02
CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PART I - EXPENDITURES AND POSITIONS

Position Count: See explanation immediately below.

Expenditures:

The variance in personal services budget and in position count is due to position vacancies, pending recruitment and filling, or recruitment difficulties. The Division is seeking to reorganize and to amend positions and their descriptions to allow for closer alignment between actual job duties/qualifications and described duties/qualifications.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The variance reflects forecasting uncertainties from unknowns such as if and when a company will file an application, and when and how the Hawaii Public Utilities Commission ("PUC") will rule on it.

Item 4: While the Division knew of a pending application for rate increase that was filed by a water carrier with the PUC, the Division could not have known that the final decision and order to be issued by the PUC would be filed after the fiscal year end.

Item 5: Note that while the Division has successfully met all of its filing deadlines, it has done so with numerous requests for extension of time, which were granted by the PUC. These requests for extension of time were necessary due to the extreme staff shortfall experienced.

PART III - PROGRAM TARGET GROUPS

Item 6: The number of telecommunications providers fluctuates each year as new carriers request certificates of authority or certificates of registration from the PUC. The numbers are also reduced as the PUC revokes carriers authority for failure to comply with its laws, rules, or orders. Estimates were based on historical averages.

Item 8: The number of motor carriers holding certificates of public convenience and necessity ("CPCNs") varies greatly from year to year, as applicants decide to request such authority and others have their authority revoked by the PUC for failure to comply with its laws or rules. The strong tourism and construction markets may have contributed to the increased number of property carriers, since these kinds of carriers may carry anything from passenger baggage to construction equipment and dirt, among other things.

Item 10: Amount amended to reflect actual water carriers in the industry as of the fiscal year end.

PART IV - PROGRAM ACTIVITIES

Items 1 and 2: The Division received a greater number of applications for rate increases, especially by the large utilities, as they expressed a need for increased rates to compensate them for increased operating costs and for recovery on and of their plant investments.

Items 3 and 5: Fewer non-rate applications were filed and fewer investigative dockets were opened by the PUC than originally estimated. Estimates were based on historical averages.

The opening of such dockets depends upon the PUC's general workload, the level of service provided by the utilities to their consumers, and the timing of the applications filed by the utilities. In addition, since the numbers in some instances are so small, any deviation would exceed the ten percent threshold.

Item 7: The Division suffered the loss of its education specialist whose primary responsibility is to create such newsletters and publications. The Division was able to hire a new education specialist before the end of this fiscal year, and anticipates that the Division should be able to meet its target for publication.

STATE OF HAWAII

PROGRAM TITLE: FINANCIAL INSTITUTION SERVICES

PROGRAM-ID: CCA-104

PROGRAM STRUCTURE NO: 10010303

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | |
|---|---------------------|--------|----------|------|-----------------------------|--------|----------|-----|-----------------------------|-----------|----------|-------|------|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 29.00 | 23.00 | - | 6.00 | 21 | 29.00 | 23.00 | - | 6.00 | 21 | 29.00 | 29.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,443 | 1,881 | - | 562 | 23 | 645 | 469 | - | 176 | 27 | 1,933 | 2,256 | + | 323 | 17 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 29.00 | 23.00 | - | 6.00 | 21 | 29.00 | 23.00 | - | 6.00 | 21 | 29.00 | 29.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 2,443 | 1,881 | - | 562 | 23 | 645 | 469 | - | 176 | 27 | 1,933 | 2,256 | + | 323 | 17 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES | | | | | 89 | 88 | - | 1 | 1 | 95 | 90 | - | 5 | 5 | |
| 2. %COMPL FIN INST APPL PROC TIMELY & PURS TO STAT | | | | | 95 | 89 | - | 6 | 6 | 95 | 95 | + | 0 | 0 | |
| 3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS | | | | | 85 | 96 | + | 11 | 13 | 90 | 95 | + | 5 | 6 | |
| 4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS | | | | | 95 | 100 | + | 5 | 5 | 95 | 95 | + | 0 | 0 | |
| 5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 30 DAYS | | | | | 85 | 79 | - | 6 | 7 | 85 | 80 | - | 5 | 6 | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000) | | | | | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 | |
| 2. FIN INST, BRANCHES & OTHER OFFICES REGULATED | | | | | 500 | 966 | + | 466 | 93 | 500 | 1600 | + | 1100 | 220 | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED | | | | | 285 | 266 | - | 19 | 7 | 290 | 343 | + | 53 | 18 | |
| 2. # OF APPLICS OF FINAN INSTS REVIEWED | | | | | 120 | 151 | + | 31 | 26 | 120 | 110 | - | 10 | 8 | |
| 3. # OF WRITTEN INQUIRIES RECEIVED | | | | | 370 | 351 | - | 19 | 5 | 360 | 360 | + | 0 | 0 | |
| 4. # OF LICENSES RENEWED | | | | | 170 | 183 | + | 13 | 8 | 210 | 200 | - | 10 | 5 | |
| 5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW | | | | | 57 | 48 | - | 9 | 16 | 57 | 57 | + | 0 | 0 | |
| 6. # OF WRITTEN COMPLAINTS RECEIVED | | | | | 90 | 73 | - | 17 | 19 | 95 | 80 | - | 15 | 16 | |
| 7. # OF TELEPHONE/WALK-IN INQUIRIES RECEIVED | | | | | 4400 | 4782 | + | 382 | 9 | 4400 | 4600 | + | 200 | 5 | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL INSTITUTION SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count: FY 07 and first quarter FY 08 variance due to resignation of several employees and lengthy period involved in recruitment and hiring. The Division is actively trying to fill these vacancies in FY 08.

Expenditures: FY 07 and FY 08 variances are generally attributed to personnel expenditures being less than planned due to position vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Estimated performance for FY 07 was lowered in anticipation that inquiries regarding the new licensing program related to money transmitters might involve difficult issues never previously addressed. However, Division designated certain examiners to handle these inquiries and was able to respond to the money transmitter inquiries in a more timely manner than expected.

Item 5. For FY 08, estimated performance is expected to be lower than planned because of continuing vacancies that will take time to fill and then train staff to do the reviews and analyses. Planned performance was based on Division filling its vacancies and having the necessary staff trained to do the review and analyses.

PART III - PROGRAM TARGET GROUPS

Item 2. Because there were no reliable statistics of the number of money transmitters and the number of locations operated, the planned numbers for FY 07 and FY 08 included an estimate of 40 licensees with 3 offices each. In FY 07 only 12 money transmitters were licensed, but these money transmitters had an average of 47 offices. An additional 28 money transmitters with an average of 22 offices have been licensed to date in FY 08, so the estimate for FY 08 was adjusted to reflect the greater number of offices per money transmitters and to reflect a small decrease in the number of offices of certain financial institutions and escrow depositories due to a slowing real estate market.

PART IV - PROGRAM ACTIVITIES

Item 1. Planned examinations for FY 08 did not include escrow depository licensees, because unlike financial institutions under HRS Chapter 412, the examinations of escrow depositories are discretionary under HRS Chapter 449. However, due to recent trends and issues in the real estate market, complaints received, and to follow-up on previous examination issues, the examinations of several escrow depositories are estimated to be conducted in FY 08.

Item 2. Number of applications varies widely from year to year. The planned number for FY 07 was based on the average number of applications received in the prior 5 years and then adjusted to reflect an additional 40 applications as a result of the new money transmitter law.

While the estimate of money transmitter applications was accurate, the number of other applications received in FY 07 was significantly higher than the average of the previous 5 years.

Item 5. The planned number for FY 07 was based on the financial institutions and escrow depositories audited statements to be received plus an estimated 40 audited statements from money transmitters. However, several money transmitters did not have audited financial statements available and, as allowed by law, were permitted to submit compiled financial statements instead.

Item 6. Number of complaints varies from year to year but had shown an increasing trend, so the planned numbers for FY 07 and 08 were based on the average number of complaints received in the prior 3-year period and then increased slightly in each year. However, based on actual complaints received in FY 07, the current 3-year average, and the number of complaints received year-to-date for FY 08, the estimated number for FY 08 was reduced.

STATE OF HAWAII

PROGRAM TITLE:

PROFESSIONAL & VOCATIONAL LICENSING

PROGRAM-ID:

CCA-105

PROGRAM STRUCTURE NO: 10010304

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | |
|--|---------------------|--------|----------|-------|-----------------------------|--------|----------|-------|-----------------------------|-----------|----------|-------|-------|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 60.00 | 52.00 | - | 8.00 | 13 | 60.00 | 53.00 | - | 7.00 | 12 | 60.00 | 60.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 6,813 | 5,388 | - | 1,425 | 21 | 1,839 | 1,446 | - | 393 | 21 | 5,530 | 6,182 | + | 652 | 12 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 60.00 | 52.00 | - | 8.00 | 13 | 60.00 | 53.00 | - | 7.00 | 12 | 60.00 | 60.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 6,813 | 5,388 | - | 1,425 | 21 | 1,839 | 1,446 | - | 393 | 21 | 5,530 | 6,182 | + | 652 | 12 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS | | | | | 95 | 93 | - | 2 | 2 | 95 | 95 | + | 0 | 0 | |
| 2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS | | | | | 97 | 90 | - | 7 | 7 | 97 | 95 | - | 2 | 2 | |
| 3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED | | | | | 90 | 90 | + | 0 | 0 | 90 | 90 | + | 0 | 0 | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000) | | | | | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 | |
| 2. PERS/BUS LIC BY PVL'S REG BDS, COMS & PROG | | | | | 300000 | 303237 | + | 3237 | 1 | 310500 | 300000 | - | 10500 | 3 | |
| 3. PERS/BUS SEEKING LICENSES FROM PVL | | | | | 15000 | 13158 | - | 1842 | 12 | 14500 | 15000 | + | 500 | 3 | |
| 4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL | | | | | 45 | 45 | + | 0 | 0 | 45 | 46 | + | 1 | 2 | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # OF PROF & VOC APPLICATIONS RECEIVED | | | | | 17000 | 17042 | + | 42 | 0 | 17000 | 16000 | - | 1000 | 6 | |
| 2. # OF EXAMINEES & REEXAMINEES | | | | | 10700 | 10535 | - | 165 | 2 | 10700 | 10535 | - | 165 | 2 | |
| 3. # OF APPLICANTS LICENSED | | | | | 15000 | 13158 | - | 1842 | 12 | 15000 | 14000 | - | 1000 | 7 | |
| 4. # OF PERMITS ISSUED | | | | | 2500 | 2278 | - | 222 | 9 | 2500 | 2500 | + | 0 | 0 | |
| 5. # OF LICENSES RENEWED | | | | | 60000 | 58424 | - | 1576 | 3 | 47000 | 47000 | + | 0 | 0 | |
| 6. # OF UPDATE TRANSACTIONS FOR LICENSES | | | | | 209000 | 227796 | + | 18796 | 9 | 209000 | 210000 | + | 1000 | 0 | |
| 7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS | | | | | 62500 | 60262 | - | 2238 | 4 | 62500 | 62500 | + | 0 | 0 | |
| 8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS | | | | | 101650 | 95051 | - | 6599 | 6 | 101650 | 100000 | - | 1650 | 2 | |
| 9. # OF SUBDIVISION FILINGS RECEIVED | | | | | 13 | 12 | - | 1 | 8 | 13 | 12 | - | 1 | 8 | |
| 10. # OF EXAMS & EXAM PROC DEV, MODIFIED OR REVIEWED | | | | | 28 | 29 | + | 1 | 4 | 28 | 29 | + | 1 | 4 | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling.

Expenditures: The variance is generally attributed to position vacancies and recovery claims. Recovery claims are contingent on the number of claims filed and the nature of the claims.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 3. The variance decrease is due to a decrease in licenses issued in the areas of real estate, nursing, mental health counselors and dental. Economic conditions engendered a decrease in real estate, nurses opted to delay licensing for cost savings, mental health counselor licensing requirements changed, and licensure by credentialing for dentists was repealed, which all resulted in a decrease of licenses issued.

PART IV - PROGRAM ACTIVITIES

Item 3. The variance decrease is due to a decrease in licenses issued in the areas of real estate, nursing, mental health counselors and dental. Economic conditions engendered a decrease in real estate, nurses opted to delay licensing for cost savings, mental health counselor licensing requirements changed, and licensure by credentialing for dentists was repealed, which all resulted in a decrease of licenses issued.

STATE OF HAWAII

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

PROGRAM-ID:

BUF-901

PROGRAM STRUCTURE NO: 10010305

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | |
|---|---------------------|--------------------------|----------|---|-----------------------------|--------|----------|-----|-----------------------------|-----------|----------|---|-----|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | POSITIONS | EXPENDITURES (\$1,000's) | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| OPERATING COSTS | POSITIONS | EXPENDITURES (\$1000's) | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| TOTAL COSTS | POSITIONS | EXPENDITURES (\$1000's) | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | |
| 1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD | | | | | 100 | 100 | + | 0 | 0 | 100 | 95 | - | 5 | 5 |
| 2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD | | | | | 100 | 100 | + | 0 | 0 | 100 | 95 | - | 5 | 5 |
| 3. % INFORMAL COMPLAINT RESOLVED IN REASONABLE TIME | | | | | 90 | 81 | - | 9 | 10 | 90 | 90 | + | 0 | 0 |
| 4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES | | | | | 198 | 184 | - | 14 | 7 | 198 | 180 | - | 18 | 9 |
| 5. AV NO. ELECTRIC SVC INTERRUPTNS PER CUSTOMER SVCD | | | | | 2 | 0 | - | 2 | 100 | 2 | 1 | - | 1 | 50 |
| 6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR | | | | | 1 | 1 | + | 0 | 0 | 1 | 1 | + | 0 | 0 |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | |
| 1. ELECTRIC AND GAS COMPANIES | | | | | 5 | 5 | + | 0 | 0 | 5 | 5 | + | 0 | 0 |
| 2. PROPERTY CARRIERS | | | | | 451 | 521 | + | 70 | 16 | 451 | 500 | + | 49 | 11 |
| 3. PASSENGER CARRIERS | | | | | 597 | 590 | - | 7 | 1 | 597 | 595 | - | 2 | 0 |
| 4. WATER COMMON CARRIERS | | | | | 4 | 4 | + | 0 | 0 | 4 | 4 | + | 0 | 0 |
| 5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES | | | | | 36 | 37 | + | 1 | 3 | 36 | 37 | + | 1 | 3 |
| 6. TELECOMMUNICATIONS COMPANIES | | | | | 211 | 179 | - | 32 | 15 | 211 | 185 | - | 26 | 12 |
| 7. OPERATORS OF SUBSURFACE INSTALLATIONS | | | | | 80 | 81 | + | 1 | 1 | 80 | 81 | + | 1 | 1 |
| 8. PETROLEUM DISTRIBUTORS | | | | | 15 | 20 | + | 5 | 33 | 15 | 20 | + | 5 | 33 |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | |
| 1. NUMBER OF APPLICATIONS FILED | | | | | 400 | 794 | + | 394 | 99 | 400 | 600 | + | 200 | 50 |
| 2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR | | | | | 800 | 961 | + | 161 | 20 | 800 | 900 | + | 100 | 13 |
| 3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS | | | | | 41 | 67 | + | 26 | 63 | 41 | 55 | + | 14 | 34 |
| 4. NUMBER OF CITATIONS ISSUED | | | | | 240 | 107 | - | 133 | 55 | 240 | 175 | - | 65 | 27 |
| 5. NUMBER OF INFORMAL COMPLAINTS FILED | | | | | 600 | 289 | - | 311 | 52 | 600 | 400 | - | 200 | 33 |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 03 05
BUF 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 2006-07

The variance in expenditures and positions in FY 07 was primarily due to seven (7.00) vacant positions, most of which were pending conversion to permanent status, and an underestimation of central services assessments.

FY 2007-08

Expenditure and positions - The 1st quarter variance in positions are due to ten (10.00) vacant positions. These positions are expected to be filled by fiscal year end. The variance in expenditures is primarily due to the ten (10.00) vacant positions and lower than anticipated travel and related publication expenses. For the remainder of FY 08, we are anticipating to expend funds as planned.

The increase in Item 3 is primarily due to a higher than anticipated number of rate cases filed with the Commission, resulting in a higher number of statutorily required public and evidentiary hearings.

The decrease in Item 4 is primarily due to the loss of one (1) investigative staff member and the apparent increase in compliance by transportation companies.

The decrease in Item 5 is primarily due to the gradual decrease of telecommunication informal complaints filed against the Incumbent Local Exchange Carrier as the company addresses issues to stabilize new system structures.

The related increases and decreases in FY08 estimates for each item reflect adjustments being made due to actual FY07 numbers.

PART II - MEASURES OF EFFECTIVENESS

The decrease in Item 3 is primarily due to outstanding regulated entity responses as a result of extended resolution processes for more complex utility informal complaints.

The decrease in Item 5 is due to an overestimation in service outages. Similarly, the decrease in the FY08 estimate reflects an adjustment made as a result of FY07 actual numbers.

PART III - PROGRAM TARGET GROUPS

The increase in Item 2 is primarily due to an increase in property carrier applications from the neighbor islands, particularly Maui, where the construction industry has continued to remain strong.

The decrease in Item 6 is primarily due to telecommunication service resellers surrendering their licenses due to company mergers and/or decisions to discontinue business in Hawaii.

The increase in Item 8, including the estimated increase for FY08 is primarily due to the ability of the Commission to further clarify and identify entities that should be classified as petroleum distributors.

PART IV - PROGRAM ACTIVITIES

The increases in Items 1 and 2 are primarily due to increases in motor carrier applications due to the strong economy of the State, rate case applications, and Order to Show Cause (OSC) dockets opened consolidating two (2) years of delinquent operators.

STATE OF HAWAII

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PROGRAM-ID: CCA-106

PROGRAM STRUCTURE NO: 10010306

VARIANCE REPORT

REPORT V61

11/29/07

| FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | | |
|---|--|--|--|--|-----------------------------|--------|----------|-------|-----------------------------|-----------|----------|---|----------|-----------|----------|---|
| | | | | | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | | |
| TOTAL COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | | |
| 1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS | | | | | 97 | 99 | + | 2 | 2 | 97 | 99 | + | 2 | 2 | | |
| 2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR | | | | | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 | | |
| 3. % CAPTIVE INSUR EXAM WKLD CMP EV 3 YR OR W/IN 5 YR | | | | | 60 | 60 | + | 0 | 0 | 75 | 75 | + | 0 | 0 | | |
| 4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS | | | | | 90 | 90 | + | 0 | 0 | 95 | 95 | + | 0 | 0 | | |
| 5. % MV INSURANCE FRAUD CASES INDICTED BY STATE | | | | | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 | | |
| 6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES | | | | | 2.5 | 1.9 | - | 0.6 | 24 | 6.1 | 6.1 | + | 0 | 0 | | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000) | | | | | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 | | |
| 2. INSURER LICENSEES REGULATED BY INSURANCE DIV | | | | | 29150 | 968 | - | 28182 | 97 | 30659 | 978 | - | 29681 | 97 | | |
| 3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION | | | | | 167 | 163 | - | 4 | 2 | 174 | 170 | - | 4 | 2 | | |
| 4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION | | | | | 28983 | 32296 | + | 3313 | 11 | 30485 | 37000 | + | 6515 | 21 | | |
| 5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000) | | | | | 858 | 850 | - | 8 | 1 | 858 | 850 | - | 8 | 1 | | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | | |
| 1. # OF INSURER REPTS ANALYZD FOR HJUP RATE MAKING | | | | | 7300 | 7300 | + | 0 | 0 | 23 | 7300 | + | 7277 | 1639 | | |
| 2. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED | | | | | 287101 | 196385 | - | 90716 | 32 | 159504 | 227171 | + | 67667 | 42 | | |
| 3. # OF COMPLAINTS | | | | | 927 | 837 | - | 90 | 10 | 930 | 770 | - | 160 | 17 | | |
| 4. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS | | | | | 45 | 54 | + | 9 | 20 | 50 | 58 | + | 8 | 16 | | |
| 5. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR | | | | | 12 | 14 | + | 2 | 17 | 12 | 12 | + | 0 | 0 | | |
| 6. # OF ANNUAL COMPANY FILINGS PROCESSED | | | | | 3085 | 3132 | + | 47 | 2 | 3214 | 3210 | - | 4 | 0 | | |
| 7. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED | | | | | 40 | 33 | - | 7 | 18 | 40 | 37 | - | 3 | 8 | | |
| 8. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES | | | | | 53 | 73 | + | 20 | 38 | 66 | 62 | - | 4 | 6 | | |
| 9. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED | | | | | 6800 | 6479 | - | 321 | 5 | 7100 | 6530 | - | 570 | 8 | | |
| 10. # OF PREMIUM TAX STATEMENTS FILED | | | | | 6376 | 6784 | + | 408 | 6 | 6359 | 7045 | + | 686 | 11 | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling, or recruitment difficulties.

Expenditures: The variance is generally attributed to position vacancies and unexpended funds for personal services on a fee basis, including contingent costs for insolvencies.

PART II - MEASURES OF EFFECTIVENESS

Item 6. The decrease in actual over planned % change from prior year in the # of captive licensees is attributable to a softer market and increased competition.

PART III - PROGRAM TARGET GROUPS

Item 2. The planned number of other licensees regulated by the Insurance Division was inadvertently reported twice: (1) properly reported under the category of other licensees regulated by the Insurance Division and (2) over-reported by an inadvertent inclusion in the category of insurance licenses regulated by the Insurance Division.

Item 4. Non-resident producer licenses have continued to increase greatly since the amendment in the licensing statute that repealed the requirement for non-resident producers to pass a written exam to qualify for a license in Hawaii. Since the amendment became effective in FY 02, the number of licenses issued to non-resident producers has increased from 1,875 in FY 02 to 11,307 in FY 04, to 14,502 in FY 05, to 17,424 in FY 06 and to 22,954 in FY 07. These yearly increases were larger than expected.

PART IV - PROGRAM ACTIVITIES

Item 1. The planned number of insurers' reports analyzed for Hawaii Joint Underwriting Plan (HJUP) rate making for fiscal years subsequent to FY 2006-07 was inadvertently reduced in the prior year, and the estimated number for FY 2007-08 should be 7,300 insurers' reports analyzed for HJUP rate making.

Item 2. The planned number of license applications, renewals, and updates processed for FY 2006-07 should be 157,000 instead of 287,101. Using the planned number of 157,000 licenses applications, renewals, and updates processed for FY 2006-07, the recomputed variance is primarily due to increases in the number of licensees and activity in the number of updates required for the licensees. Updates for the producer and non-resident producer licensees' appointments and address changes, averaged approximately six transactions per licensee. With the increase in the number of licensees, there is a corresponding increase in the number of license applications, renewals, and updates processed.

Item 3. The decrease in the estimated number of complaints for FY 2007-08 is based on the decrease in motor vehicle insurance complaints received in FY 2006-07.

Item 4. The increase in the actual number of investigations opened in FY 2006-07 over the estimate is primarily due to the addition of a staff attorney to the Insurance Fraud Investigations Branch.

Item 5. There were two additional promotional activities than planned.

Item 7. The decrease in the number of certificate of authority reviewed is due in part to the re-allocation of personnel needed to review the unusually high volume of mergers and acquisitions in FY 2006-07.

Item 8. The increase in actual number of exams in FY 2006-07 is attributable to organizational exams which were not initially included in the planned number of exams for FY 2006-07.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

ENFORCEMENT OF FAIR BUSINESS PRACTICES

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | |
|---|---------------------|--------|----------|-------|----|-----------------------------|---------|----------|-------|-----------------------------|----------|-----------|----------|------|---|
| | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ESTIMATED | ± CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 121.00 | 102.00 | - | 19.00 | 16 | 171.00 | 144.00 | - | 27.00 | 16 | 171.00 | 169.00 | - | 2.00 | 1 |
| EXPENDITURES (\$1000's) | 13,251 | 11,607 | - | 1,644 | 12 | 3,550 | 3,082 | - | 468 | 13 | 10,513 | 11,418 | + | 905 | 9 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 121.00 | 102.00 | - | 19.00 | 16 | 171.00 | 144.00 | - | 27.00 | 16 | 171.00 | 169.00 | - | 2.00 | 1 |
| EXPENDITURES (\$1000's) | 13,251 | 11,607 | - | 1,644 | 12 | 3,550 | 3,082 | - | 468 | 13 | 10,513 | 11,418 | + | 905 | 9 |
| | | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | |
| | | | | | | PLANNED | ACTUAL | ± CHANGE | | % | PLANNED | ESTIMATED | ± CHANGE | | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM | | | | | | NO DATA | NO DATA | + | 0 | 0 | NO DATA | NO DATA | + | 0 | 0 |

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

OFFICE OF CONSUMER PROTECTION

PROGRAM-ID:

CCA-110

PROGRAM STRUCTURE NO: 10010401

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|---|---------------------|--------|----------|------|----|-----------------------------|--------|----------|------|----|-----------------------------|-----------|----------|------|----|
| | BUDGETED | ACTUAL | + CHANGE | | % | BUDGETED | ACTUAL | + CHANGE | | % | BUDGETED | ESTIMATED | + CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1000's) | | | | | | | | | | | | | | | |
| | 16.00 | 14.00 | - | 2.00 | 13 | 16.00 | 14.00 | - | 2.00 | 13 | 16.00 | 16.00 | + | 0.00 | 0 |
| | 1,538 | 1,226 | - | 312 | 20 | 447 | 356 | - | 91 | 20 | 1,204 | 1,435 | + | 231 | 19 |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000) | | | | | | | | | | | | | | | |
| 2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTSN | | | | | | | | | | | | | | | |
| 3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000) | | | | | | | | | | | | | | | |
| 4. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION | | | | | | | | | | | | | | | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. RESIDENT STATE POPULATION (000) | | | | | | | | | | | | | | | |
| 2. VISITORS TO HAWAII (000) | | | | | | | | | | | | | | | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT) | | | | | | | | | | | | | | | |
| 2. # OF COMPLAINTS INITIATED BY OCP | | | | | | | | | | | | | | | |
| 3. # OF LANDLORD-TENANT DISPUTES PROCESSED | | | | | | | | | | | | | | | |
| 4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL | | | | | | | | | | | | | | | |
| 5. # OF LEGAL ACTIONS | | | | | | | | | | | | | | | |
| 6. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES | | | | | | | | | | | | | | | |
| 7. # PERSONS REACHED THRU EDUCATIONAL EFFORTS | | | | | | | | | | | | | | | |
| 8. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY | | | | | | | | | | | | | | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Positions: The variance resulted from position vacancies pending recruitment and filling, or recruitment difficulties.

Expenditures: The variance is generally attributed to position vacancies and unexpended litigation funds. Litigation costs are contingent on the number of complaints filed and the nature of the complaints.

caused numerous schools to leave Hawaii, diminishing the number of legal actions filed by OCP during the past year. Additionally, OCP has devoted its resources on larger and more complex cases, involving multiple respondents.

Item 6. Increased number of inquiries made via the internet has diminished the number of telephone inquiries.

PART II - MEASURES OF EFFECTIVENESS

Item 1. Decrease reflects growing number of consumers who are serviced by the Office of Consumer Protection's (OCP's) website.

Item 2. Reflects a decrease in the number of distinct businesses named in consumer complaints processed by the investigative section.

Item 3. Decrease reflects OCP's commitment to maximize the amount of restitution to consumers adversely affected by unfair or deceptive trade practices by prioritizing the recovery of consumer restitution over the imposition of penalties. In furtherance of this policy, OCP obtained agreements from respondents to pay almost \$2,000,000 to affected consumers.

PART III - PROGRAM TARGET GROUPS

Items 1 and 2. Figures from the Department of Business, Economic Development, and Tourism (DBEDT) (extrapolated). The visitor count is based on monthly totals as calculated and disseminated by DBEDT.

PART IV - PROGRAM ACTIVITIES

Item 1. Increased exposure of the office has led to the filing of more consumer complaints.

Item 2. Reflects broader nature of complaints investigated and prosecuted by OCP.

Item 3. Decreased number of inquiries appears to be related in an increased usage of the Internet for Landlord-Tenant information.

Item 4. Increased coordination with the legal section has diminished the number of cases resolved at the investigative level.

Item 5. Successful prosecution of cases against unaccredited degree granting institutions

STATE OF HAWAII

PROGRAM TITLE:

MEASUREMENT STANDARDS

PROGRAM-ID:

AGR-812

PROGRAM STRUCTURE NO: 10010402

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|----------------------------------|---------------------|--------|----------|------|----|-----------------------------|--------|----------|------|----|-----------------------------|-----------|----------|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ESTIMATED | ± CHANGE | % | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 15.00 | 12.00 | - | 3.00 | 20 | 15.00 | 12.00 | - | 3.00 | 20 | 15.00 | 13.00 | - | 2.00 | 13 |
| EXPENDITURES (\$1000's) | 674 | 674 | + | 0 | 0 | 180 | 180 | + | 0 | 0 | 539 | 552 | + | 13 | 2 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 15.00 | 12.00 | - | 3.00 | 20 | 15.00 | 12.00 | - | 3.00 | 20 | 15.00 | 13.00 | - | 2.00 | 13 |
| EXPENDITURES (\$1000's) | 674 | 674 | + | 0 | 0 | 180 | 180 | + | 0 | 0 | 539 | 552 | + | 13 | 2 |

| | FISCAL YEAR 2006-07 | | | | | FISCAL YEAR 2007-08 | | | | |
|--|---------------------|--------|----------|------|----|---------------------|-----------|----------|------|-----|
| | PLANNED | ACTUAL | ± CHANGE | % | | PLANNED | ESTIMATED | ± CHANGE | % | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | |
| 1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES | 90 | 81 | - | 9 | 10 | 90 | 81 | - | 9 | 10 |
| 2. PERCENTAGE OF MEASURING DEVICES INSPECTED | 50 | 10 | - | 40 | 80 | 50 | 10 | - | 40 | 80 |
| 3. COMPLIANCE RATE FOR SERVICE AGENCIES | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 |
| 4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING | 100 | 100 | + | 0 | 0 | 100 | 100 | + | 0 | 0 |
| 5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED | 60 | 9.7 | - | 50.3 | 84 | 60 | 9.7 | - | 50.3 | 84 |
| 6. COMPLIANCE RATE FOR PRICING | 95 | 100 | + | 5 | 5 | 95 | 100 | + | 5 | 5 |
| 7. PERCENTAGE OF STORES INSPECTED FOR PRICING | 25 | 2 | - | 23 | 92 | 25 | 2 | - | 23 | 92 |
| 8. COMPLIANCE RATE FOR PACKAGE CONTENT | 50 | 99.5 | + | 49.5 | 99 | 50 | 100 | + | 50 | 100 |
| 9. COMPLIANCE RATE FOR PACKAGE LABELING | 50 | 91.6 | + | 41.6 | 83 | 50 | 92 | + | 42 | 84 |

| | | | | | | | | | | | | | | | |
|---|------|------|---|----|---|------|------|---|-----|----|--|--|--|--|--|
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. BUSINESSES USING WEIGHING DEVICES | 2800 | 2792 | - | 8 | 0 | 2800 | 2800 | + | 0 | 0 | | | | | |
| 2. BUSINESSES USING VOLUMETRIC DEVICES | 540 | 543 | + | 3 | 1 | 540 | 640 | + | 100 | 19 | | | | | |
| 3. BUSINESSES USING LINEAR DEVICES | 2020 | 1939 | - | 81 | 4 | 2020 | 1920 | - | 100 | 5 | | | | | |
| 4. SERVICE AGENCIES FOR MEASURING DEVICES | 60 | 58 | - | 2 | 3 | 60 | 60 | + | 0 | 0 | | | | | |
| 5. STORES USING PRICE SCANNERS | 1060 | 1055 | - | 5 | 0 | 1060 | 1055 | - | 5 | 0 | | | | | |
| 6. WEIGHMASTERS | 210 | 226 | + | 16 | 8 | 210 | 225 | + | 15 | 7 | | | | | |
| 7. DE FACTO POPULATION OF HAWAII (000) | 1480 | 1407 | - | 73 | 5 | 1480 | 1407 | - | 73 | 5 | | | | | |

| | | | | | | | | | | | | | | | |
|---|------|------|---|------|-----|------|------|---|------|-----|--|--|--|--|--|
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # OF MEASURING DEVICES INSPECTED - WEIGHT | 1200 | 422 | - | 778 | 65 | 1200 | 425 | - | 775 | 65 | | | | | |
| 2. # OF MEASURING DEVICES INSPECTED - VOLUME | 1500 | 865 | - | 635 | 42 | 1500 | 865 | - | 635 | 42 | | | | | |
| 3. # OF MEASURING DEVICES INSPECTED - LINEAR | 1400 | 188 | - | 1212 | 87 | 1400 | 188 | - | 1212 | 87 | | | | | |
| 4. # OF REPAIR SERVICES MONITORED FOR QUALITY | 60 | 58 | - | 2 | 3 | 60 | 60 | + | 0 | 0 | | | | | |
| 5. # OF MEASUREMENT STANDARDS CALIBRATED | 1200 | 276 | - | 924 | 77 | 1200 | 276 | - | 924 | 77 | | | | | |
| 6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL | 30 | 0 | - | 30 | 100 | 30 | 0 | - | 30 | 100 | | | | | |
| 7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000) | 30 | 48 | + | 18 | 60 | 30 | 50 | + | 20 | 67 | | | | | |
| 8. # OF CONSUMER PACKAGE LABELS INSPECTED | 300 | 1145 | + | 845 | 282 | 300 | 1150 | + | 850 | 283 | | | | | |
| 9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION | 7000 | 1700 | - | 5300 | 76 | 7000 | 1700 | - | 5300 | 76 | | | | | |
| 10. # OF WEIGHMASTERS & SERVICE AGENCIES LICENSED | 245 | 245 | + | 0 | 0 | 245 | 245 | + | 0 | 0 | | | | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: MEASUREMENT STANDARDS

10 01 04 02
AGR 812

PART I - EXPENDITURES AND POSITIONS

Variance in positions was due to the lack of qualified applicants to fill positions.

PART II - MEASURES OF EFFECTIVENESS

Items 2, 5 - Variance due to vacancies in inspection staff.

Item 7 - Variance due to emphasis placed on higher priority activities.

Item 8, 9 - Variance due to number of compliant packages and labels submitted for review.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 5, 6- Variance due to vacancies in inspection staff.

Items 7, 8, 9 - Variance due to emphasis placed on higher priority activities.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

11/29/07

PROGRAM-ID: CCA-111

PROGRAM STRUCTURE NO: 10010403

| | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | |
|---|---------------------|--------|----------|----|-----------------------------|-----------|----------|----|-----------------------------|-----------|----------|---|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | |
| POSITIONS | 75.00 | 63.00 | - 12.00 | 16 | 75.00 | 60.00 | - 15.00 | 20 | 75.00 | 75.00 | + 0.00 | 0 |
| EXPENDITURES (\$1000's) | 6,064 | 5,050 | - 1,014 | 17 | 1,610 | 1,465 | - 145 | 9 | 4,830 | 5,133 | + 303 | 6 |
| TOTAL COSTS | | | | | | | | | | | | |
| POSITIONS | 75.00 | 63.00 | - 12.00 | 16 | 75.00 | 60.00 | - 15.00 | 20 | 75.00 | 75.00 | + 0.00 | 0 |
| EXPENDITURES (\$1000's) | 6,064 | 5,050 | - 1,014 | 17 | 1,610 | 1,465 | - 145 | 9 | 4,830 | 5,133 | + 303 | 6 |
| | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | | |
| | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | |
| 1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG | 1 | 1 | + 0 | 0 | 1 | 1 | + 0 | 0 | | | | |
| 2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG | 3 | 3 | + 0 | 0 | 3 | 3 | + 0 | 0 | | | | |
| 3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS | 25 | 25 | + 0 | 0 | 25 | 25 | + 0 | 0 | | | | |
| 4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS | 15 | 15 | + 0 | 0 | 15 | 15 | + 0 | 0 | | | | |
| 5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS | 15 | 15 | + 0 | 0 | 15 | 15 | + 0 | 0 | | | | |
| 6. AVG AGE OF CASES PENDING IN INVESTIGATIONS SECTION | 640 | 432 | - 208 | 33 | 640 | 450 | - 190 | 30 | | | | |
| 7. AVG AGE OF CASES PENDING IN LEGAL SECTION | 365 | 527 | + 162 | 44 | 365 | 500 | + 135 | 37 | | | | |
| 8. AVG AGE OF ALL CASES PENDING IN ENFORCEMENT | 365 | 479 | + 114 | 31 | 365 | 480 | + 115 | 32 | | | | |
| 9. TOTAL DOLLAR AMOUNT OF PENALTIES IMPOSED | 375000 | 415165 | + 40165 | 11 | 375000 | 500000 | + 125000 | 33 | | | | |
| 10. TOTAL DOLLAR AMOUNT OF FINES COLLECTED | 150000 | 262081 | + 112081 | 75 | 100000 | 100000 | + 0 | 0 | | | | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | |
| 1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC(000) | 148000 | 156825 | + 8825 | 6 | 152000 | 160000 | + 8000 | 5 | | | | |
| 2. DLRS, SALES, SECURITY OFF, FRANCH, INV ADV & REPS | 76000 | 72435 | - 3565 | 5 | 80000 | 76000 | - 4000 | 5 | | | | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | |
| 1. # DOCS FOR PROC & ANN REPTS, STMTS SENT OUT BY DRB | 61000 | 65078 | + 4078 | 7 | 63000 | 63000 | + 0 | 0 | | | | |
| 2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED | 33000 | 36003 | + 3003 | 9 | 35000 | 37500 | + 2500 | 7 | | | | |
| 3. # ENFORCE CASES OPENED FOR INVS DESIGN TIME PER | 75 | 47 | - 28 | 37 | 75 | 60 | - 15 | 20 | | | | |
| 4. # DISCIPLINARY/ENFORCE-RELATED INQUIRIES RECEIVED | 2000 | 1617 | - 383 | 19 | 2000 | 1700 | - 300 | 15 | | | | |
| 5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY | 60 | 38 | - 22 | 37 | 60 | 45 | - 15 | 25 | | | | |
| 6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR | 35 | 40 | + 5 | 14 | 35 | 36 | + 1 | 3 | | | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variance resulted from the unprecedented shortness of the hiring lists from DHRD, the lengthy period involved in recruitment and hiring, and the resignation of several employees. The Division expects to fill these vacancies in FY 08, but also expects that there will be retirements or additional resignations creating new vacancies.

Expenditures: The variance is generally attributed to position vacancies, delays in major computer system upgrade, and delays in a personal services on a fee contract.

PART II - MEASURES OF EFFECTIVENESS

Item 6. Average age of a case pending in investigation at the end of the fiscal year was overestimated. The reduced average age of a case pending in investigation was in part due to the resolution of investigations of several older cases in a time frame earlier than expected and also in part to internal procedures to reduce pending times.

Item 7. Average age of a case pending in legal section at the end of the fiscal year was underestimated. Position vacancy in the legal section was pending recruitment and filling which resulted in a backlog and delay of cases being closed. In addition, the legal section took action on a large case that required extra resources while several old cases are still being consolidated for resolution. Because of the unpredictable nature of enforcement cases, we now believe a number of large cases will also be occupying the division's attention in the upcoming fiscal year. For this reason, the division is increasing the estimated average for FY 08.

Item 8. Average age of all cases pending in enforcement at the end of the fiscal year was underestimated. Position vacancy in the legal section was pending recruitment and filling which resulted in a backlog and delay of cases being closed. In addition, the legal section took action on a large case that required extra resources while several old cases are still being consolidated for resolution. Because of the unpredictable nature of enforcement cases, we now believe a number of large cases will also be occupying the division's attention in the upcoming fiscal year. For this reason, the division is increasing the estimated average for FY 08.

Item 9. Total dollar amount of penalties imposed was underestimated. The reason for this discrepancy is that the amount imposed in enforcement cases is dependent on the cases the public reports to our office within the year and the specific facts and grievances of a case. The division can neither predict nor control these factors and accordingly, any thoughtful or effective estimates for this number cannot be determine. Because of this, in the future, we will try to modify this measure of effectiveness to reflect a number that can be accounted for by the division.

Item 10. Total dollar amount of fines collected was underestimated. The reason for this discrepancy is that the amount collected is in part dependent on the amount imposed in enforcement cases which is, in turn, an unpredictable number that turns on factors the division cannot predict or control. It depends greatly on public reporting to our office and the specific facts and grievances of a case. This is the reason that any thoughtful or effective estimates for this number cannot be determined. Because of this, in the future, we will be requesting a modification of this measure of effectiveness to reflect a percentage of penalties collected versus imposed.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 3. The number of cases opened for enforcement or investigation during the fiscal year was overestimated. Complaints received fluctuate. In some years there are fewer cases involving more complainants whereas in other years there are more cases involving fewer victims per case. The estimated number fell within a general range of the past three years. In addition, the division has improved screening techniques to more efficiently open cases that may lead to action and not opening cases that would most likely not result in action. This efficiency reduced the number of cases opened.

Item 4. The number of disciplinary/enforcement related inquiries was overestimated. The number of inquiries fluctuates depending on the public. The estimated number fell within the range of the past three years. In addition, the division is adjusting the estimates slightly downward to reflect more accurate estimate of inquiries.

Item 5. The number of cases completed in investigation during the fiscal year was underestimated. The caseload fluctuates. In some years, there are fewer cases involving more complainants whereas in other years there are more cases involving fewer victims per case. In addition, the division has improved screening techniques to more efficiently open cases that may lead to action and not opening cases that would most likely not result in action. This efficiency reduced the number of investigation cases taken in and resolved.

Item 6. The number of enforcement cases closed during the fiscal year was underestimated. The caseload fluctuates. In some years, there are fewer cases involving more complainants whereas in other years there are more cases involving fewer victims per case. In the current year, more cases were completed than planned.

STATE OF HAWAII

PROGRAM TITLE:

REGULATED INDUSTRIES COMPLAINTS OFFICE

PROGRAM-ID:

CCA-112

PROGRAM STRUCTURE NO: 10010404

VARIANCE REPORT

REPORT V61

11/29/07

| FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | | |
|---|----------|--------|----------|------|-----------------------------|---------|----------|--------|---------------------|-----------------------------|----------|-------|------|------|---|
| | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ACTUAL | ± CHANGE | % | BUDGETED | ESTIMATED | ± CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 15.00 | 13.00 | - | 2.00 | 13 | 65.00 | 58.00 | - | 7.00 | 11 | 65.00 | 65.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 4,975 | 4,657 | - | 318 | 6 | 1,313 | 1,081 | - | 232 | 18 | 3,940 | 4,298 | + | 358 | 9 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 15.00 | 13.00 | - | 2.00 | 13 | 65.00 | 58.00 | - | 7.00 | 11 | 65.00 | 65.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 4,975 | 4,657 | - | 318 | 6 | 1,313 | 1,081 | - | 232 | 18 | 3,940 | 4,298 | + | 358 | 9 |
| | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | PLANNED | ACTUAL | ± CHANGE | % | PLANNED | ESTIMATED | ± CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000) | | | | | 105 | 113 | + | 8 | 8 | 100 | 105 | + | 5 | 5 | |
| 2. # BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS | | | | | 2000 | 3098 | + | 1098 | 55 | 2000 | 3000 | + | 1000 | 50 | |
| 3. DOLLAR AMOUNT OF FINES ASSESSED | | | | | 1000000 | 1452418 | + | 452418 | 45 | 1000000 | 1000000 | + | 0 | 0 | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000) | | | | | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 | |
| 2. LICENSEES (000) | | | | | 267 | 289 | + | 22 | 8 | 267 | 267 | + | 0 | 0 | |
| 3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA | | | | | 45 | 45 | + | 0 | 0 | 45 | 45 | + | 0 | 0 | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # INQUIRIES RECEIVED BY RICO | | | | | 15000 | 12518 | - | 2482 | 17 | 15000 | 15000 | + | 0 | 0 | |
| 2. # COMPLAINTS RECEIVED | | | | | 3800 | 4295 | + | 495 | 13 | 3800 | 3800 | + | 0 | 0 | |
| 3. # LEGAL ACTIONS | | | | | 300 | 355 | + | 55 | 18 | 300 | 300 | + | 0 | 0 | |
| 4. # COMPLAINT HISTORY INQUIRIES RECEIVED BY RICO | | | | | 65000 | 75931 | + | 10931 | 17 | 65000 | 65000 | + | 0 | 0 | |
| 5. # PERSONS REACHED THROUGH EDUCATIONAL EFFORTS | | | | | 85000 | 91000 | + | 6000 | 7 | 85000 | 85000 | + | 0 | 0 | |
| 6. # ASSISTS ON DEPT/NON-RICO MATTERS BY NI OFFICES | | | | | 8500 | 9273 | + | 773 | 9 | 8500 | 8500 | + | 0 | 0 | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Positions and Expenditures: The variances are generally attributed to vacant positions with pending recruitment and selection process.

PART II - MEASURES OF EFFECTIVENESS

Item 2. This number reflects significantly more complaints being referred to the field branch for field investigation.

Item 3. This number reflects the results of procedural changes in the Legal Branch, which has translated into more legal actions being filed and more fines assessed.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. This number reflects increased use of the Internet by the public, resulting in fewer requests for information, assistance and complaint forms.

Item 2. This number reflects increased public awareness of the office and its functions.

Item 3. This number reflects the results of restructuring in the Legal Branch, which has translated into more legal actions being filed and more fines assessed.

Item 4. This number reflects reduced usage of the Licensing Business and Information Center telephone service as more users have switched to Internet searches.

STATE OF HAWAII

PROGRAM TITLE: GENERAL SUPPORT

PROGRAM-ID: CCA-191

PROGRAM STRUCTURE NO: 100105

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|----------------------------------|---------------------|--------|----------|------|---|-----------------------------|--------|----------|------|----|-----------------------------|-----------|----------|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ESTIMATED | ± CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 43.00 | 43.00 | + | 0.00 | 0 | 45.00 | 41.00 | - | 4.00 | 9 | 45.00 | 45.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 4,972 | 4,860 | - | 112 | 2 | 1,379 | 1,068 | - | 311 | 23 | 4,137 | 4,556 | + | 419 | 10 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 43.00 | 43.00 | + | 0.00 | 0 | 45.00 | 41.00 | - | 4.00 | 9 | 45.00 | 45.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 4,972 | 4,860 | - | 112 | 2 | 1,379 | 1,068 | - | 311 | 23 | 4,137 | 4,556 | + | 419 | 10 |

| | FISCAL YEAR 2006-07 | | | | | FISCAL YEAR 2007-08 | | | | |
|---|---------------------|--------|----------|----|----|---------------------|-----------|----------|---|---|
| | PLANNED | ACTUAL | ± CHANGE | | % | PLANNED | ESTIMATED | ± CHANGE | | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | |
| 1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS | 85 | 94 | + | 9 | 11 | 85 | 85 | + | 0 | 0 |
| 2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH | 90 | 89 | - | 1 | 1 | 90 | 90 | + | 0 | 0 |
| 3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN | 90 | 87 | - | 3 | 3 | 90 | 90 | + | 0 | 0 |
| 4. %CASES RESLVD BY HRGS OFF BEFORE END OF HRG PROC | 35 | 32 | - | 3 | 9 | 35 | 35 | + | 0 | 0 |
| 5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER | 95 | 80 | - | 15 | 16 | 95 | 95 | + | 0 | 0 |
| 6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD | 95 | 95 | + | 0 | 0 | 95 | 95 | + | 0 | 0 |
| 7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED | 71 | 52 | - | 19 | 27 | 71 | 71 | + | 0 | 0 |
| 8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME | 86 | 86 | + | 0 | 0 | 86 | 86 | + | 0 | 0 |

| | | | | | | | | | | | | | | | |
|--|------|------|---|----|---|------|------|---|---|---|--|--|--|--|--|
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. DE FACTO POPULATION IN HAWAII (000) | 1410 | 1408 | - | 2 | 0 | 1425 | 1423 | - | 2 | 0 | | | | | |
| 2. LICENSEES (000) | 329 | 337 | + | 8 | 2 | 342 | 338 | - | 4 | 1 | | | | | |
| 3. DCCA DIVISIONS | 12 | 12 | + | 0 | 0 | 12 | 12 | + | 0 | 0 | | | | | |
| 4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA | 45 | 48 | + | 3 | 7 | 45 | 48 | + | 3 | 7 | | | | | |
| 5. DCCA EMPLOYEES | 384 | 367 | - | 17 | 4 | 393 | 393 | + | 0 | 0 | | | | | |

| | | | | | | | | | | | | | | | |
|---|------|------|---|-----|----|------|------|---|---|---|--|--|--|--|--|
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS | 450 | 516 | + | 66 | 15 | 450 | 450 | + | 0 | 0 | | | | | |
| 2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES | 300 | 495 | + | 195 | 65 | 300 | 300 | + | 0 | 0 | | | | | |
| 3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS | 250 | 270 | + | 20 | 8 | 250 | 250 | + | 0 | 0 | | | | | |
| 4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS | 225 | 250 | + | 25 | 11 | 225 | 225 | + | 0 | 0 | | | | | |
| 5. # INFO PRESENTNS TO PUBLIC FOR EDUC GUIDANCE | 24 | 26 | + | 2 | 8 | 24 | 24 | + | 0 | 0 | | | | | |
| 6. # SYSTEMS ADDED OR ENHANCED | 186 | 126 | - | 60 | 32 | 186 | 186 | + | 0 | 0 | | | | | |
| 7. # OF INFORMATION SYSTEMS WORK REQUESTS | 4600 | 4688 | + | 88 | 2 | 4600 | 4600 | + | 0 | 0 | | | | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Item 1. As a result of improvements in case processing and case tracking, the percentage of cases that were processed within the designated time for contested case hearings was somewhat higher than anticipated.

Item 5. The Office of the Director of the Department of Commerce and Consumer Affairs (Office) endeavors to prepare a response to constituent inquiries within seven days of receiving the inquiry. To help the Office focus on meeting this objective, a timely response goal of 95 percent was established. Although the Office attempts to respond to all inquiries in a timely manner, situations exist where the Office requires more than seven days to develop a substantive response. For example, the Office may need to conduct research or gather and analyze data in order to develop a comprehensive response.

This fiscal year, the Office fell short of its 95 percent timely response goal. To help ensure that the Office meets its timely response goal in the future, the Office has revised its procedures to mandate an interim response in those cases where the Office needs more than seven days to develop a substantive response. The Office will send a reply informing the constituent that the Office has received the constituent's inquiry and informing the constituent of a target date by which the constituent can expect a substantive response.

Item 7. ISCO staff have other categories of work that are not shown in the variance report. There was a increase in work in the other categories resulting in a decrease in the allocation of staff resources to enhance and add to systems.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. The increase in the number of written notices issued by the Office of Administrative Hearings reflects the actual number of cases filed in FY 06-07, and the concomitant number of notices that are procedurally required to be issued.

Item 2. The increase in the number of pre-hearing events reflects the actual number of cases filed in FY 06-07, and the concomitant number of procedurally required pre-hearing conferences.

Item 4. The number of recommended orders is a reflection of the total number of cases heard by Office of Administrative Hearings in FY06-07, as well as the number of decisions issued for cases carried over from the previous year.

Item 6. ISCO staff have other categories of work that are not shown in the variance report. There was a increase in work in the other categories resulting in a decrease in the allocation of staff resources to enhance and add to systems.

STATE OF HAWAII

PROGRAM TITLE:

ENFORCEMENT OF INFORMATION PRACTICES

PROGRAM-ID:

LTG-105

PROGRAM STRUCTURE NO: 1002

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|----------------------------------|---------------------|--------|----------|------|---|-----------------------------|--------|----------|------|----|-----------------------------|-----------|----------|------|---|
| | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ESTIMATED | ± CHANGE | % | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 5.00 | 5.00 | + | 0.00 | 0 | 5.00 | 4.00 | - | 1.00 | 20 | 5.00 | 5.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 386 | 407 | + | 21 | 5 | 103 | 75 | - | 28 | 27 | 308 | 324 | + | 16 | 5 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 5.00 | 5.00 | + | 0.00 | 0 | 5.00 | 4.00 | - | 1.00 | 20 | 5.00 | 5.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 386 | 407 | + | 21 | 5 | 103 | 75 | - | 28 | 27 | 308 | 324 | + | 16 | 5 |

| | FISCAL YEAR 2006-07 | | | | | FISCAL YEAR 2007-08 | | | | |
|---|---------------------|--------|----------|----|-----|---------------------|-----------|----------|----|-----|
| | PLANNED | ACTUAL | ± CHANGE | % | | PLANNED | ESTIMATED | ± CHANGE | % | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | |
| 1. % APPEALS FR DENIAL OF ACCESS RESOLVED W/IN 30 DAY | 40 | 23 | - | 17 | 43 | 55 | 25 | - | 30 | 55 |
| 2. % OF ADVISORY OPINIONS RENDERED WITHIN 45 DAYS | 60 | 49 | - | 11 | 18 | 65 | 30 | - | 35 | 54 |
| 3. % OF SUNSHINE LAW INVESTIGATIONS COMP W/IN 30 DAYS | 50 | 52 | + | 2 | 4 | 65 | 30 | - | 35 | 54 |
| 4. % ASSIST ENF AGEN COMPL RESP REQ COMP W/IN 30 DAYS | 50 | 42 | - | 8 | 16 | 65 | 40 | - | 25 | 38 |
| 5. % GENERAL INQUIRIES (AOD) RESPONDED TO W/IN 1 DAY | 95 | 98 | + | 3 | 3 | 95 | 95 | + | 0 | 0 |
| 6. % NEW BOARD MEMBERS REC'G SUNSHINE LAW TRAINING | 30 | 60 | + | 30 | 100 | 40 | 40 | + | 0 | 0 |
| 7. % AGENCIES COMPLYING WITH RECORD REPORTING SYSTEM | 30 | 83 | + | 53 | 177 | 30 | 83 | + | 53 | 177 |
| 8. NO. OF OPENLINE NEWSLETTERS AND GUIDANCE MEMORANDA | 12 | 5 | - | 7 | 58 | 12 | 6 | - | 6 | 50 |
| 9. NO. OF TRAINING PRESENTATIONS TO AGENCIES/BOARDS | 25 | 33 | + | 8 | 32 | 25 | 25 | + | 0 | 0 |
| 10. NO. OF PUBLIC INFORMATIONAL PRESENTATIONS | 2 | 2 | + | 0 | 0 | 2 | 2 | + | 0 | 0 |

| | | | | | | | | | | |
|--|---------|---------|---|---|---|---------|---------|---|---|---|
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | |
| 1. DE FACTO POPULATION OF HAWAII | NO DATA | NO DATA | + | 0 | 0 | NO DATA | NO DATA | + | 0 | 0 |
| 2. ALL STATE AND COUNTY AGENCIES | NO DATA | NO DATA | + | 0 | 0 | NO DATA | NO DATA | + | 0 | 0 |
| 3. ALL STATE AND COUNTY GOVERNMENT EMPLOYEES | NO DATA | NO DATA | + | 0 | 0 | NO DATA | NO DATA | + | 0 | 0 |
| 4. OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS | NO DATA | NO DATA | + | 0 | 0 | NO DATA | NO DATA | + | 0 | 0 |

| | | | | | | | | | | |
|--|-----|-----|---|----|----|-----|-----|---|----|----|
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | |
| 1. GENERAL GUIDANCE RE: UIPA & SUNSHINE LAW ISSUES | 800 | 772 | - | 28 | 4 | 800 | 750 | - | 50 | 6 |
| 2. ASSISTANCE PROVIDED TO OBTAIN AGENCY RECORDS | 65 | 62 | - | 3 | 5 | 65 | 65 | + | 0 | 0 |
| 3. FORMAL OPINIONS ISSUED | 12 | 13 | + | 1 | 8 | 16 | 7 | - | 9 | 56 |
| 4. INFORMAL OPINIONS ISSUED | 30 | 31 | + | 1 | 3 | 35 | 30 | - | 5 | 14 |
| 5. INVESTIGATIONS RE: SUNSHINE LAW COMPLIANCE | 30 | 21 | - | 9 | 30 | 30 | 20 | - | 10 | 33 |
| 6. LAWSUITS MONITORED | 3 | 2 | - | 1 | 33 | 3 | 2 | - | 1 | 33 |
| 7. LEGISLATION MONITORED/TESTIFIED | 125 | 130 | + | 5 | 4 | 125 | 125 | + | 0 | 0 |
| 8. PUBLICATIONS (OPENLINE/EDUC MATERIALS/REPORTS) | 12 | 5 | - | 7 | 58 | 12 | 6 | - | 6 | 50 |
| 9. RRS REPORTS INPUTTED/RECEIVED | 24 | 26 | + | 2 | 8 | 24 | 24 | + | 0 | 0 |
| 10. TRAINING WORKSHOPS ON UIPA AND SUNSHINE LAW | 25 | 33 | + | 8 | 32 | 35 | 30 | - | 5 | 14 |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

10 02
LTG 105

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2, and 4: The actual percentages are less than planned due primarily to staffing issues related to one of the two full-time staff attorney positions. An attorney was hired for the position around the beginning of the fiscal year and left before the end of the fiscal year. OIP also expended staff resources in defending against a lawsuit brought by Kauai County against OIP.

Item 6: Actual number is twice the planned percentage because of number of requests received, prioritizing of training, and recently required training for City and County of Honolulu boards.

Item 7: Planned number was too low given the requirement for agencies to comply. Also, Record Report Specialist was trained and assisted agencies with compliance.

Item 8: Actual number is lower than planned by half due to need to develop skills of person hired to perform function and because of diversion of resources to litigation and training.

Item 9: See item 6 above.

PART III - PROGRAM TARGET GROUPS

No variances.

PART IV - PROGRAM ACTIVITIES

Item 5: Planned number is difficult to accurately set because it is driven by requests received. See also Part II, item 1.

Item 6: Actual number will vary from year to year because it reflects actual lawsuits filed by third parties within the fiscal year that OIP receives notice of and subsequently monitors.

Item 8: See Part II, item 8.

Item 10: See Part II, item 9.

STATE OF HAWAII

PROGRAM TITLE:

LEGAL & JUDICIAL PROTECTION OF RIGHTS

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1003

VARIANCE REPORT

REPORT V61

11/29/07

| | | FISCAL YEAR 2006-07 | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | |
|--|--|---------------------|--------|----------|------|-----------------------------|--------|----------|---|-----------------------------|-----------|----------|--------|---|------|---|
| | | BUDGETED | ACTUAL | + CHANGE | % | BUDGETED | ACTUAL | + CHANGE | % | BUDGETED | ESTIMATED | + CHANGE | % | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | 137.00 | 130.00 | - | 7.00 | 5 | 142.00 | 131.00 | - | 11.00 | 8 | 142.00 | 142.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | | 12,096 | 12,439 | + | 343 | 3 | 3,708 | 3,368 | - | 340 | 9 | 9,896 | 10,631 | + | 735 | 7 |
| TOTAL COSTS | | | | | | | | | | | | | | | | |
| POSITIONS | | 137.00 | 130.00 | - | 7.00 | 5 | 142.00 | 131.00 | - | 11.00 | 8 | 142.00 | 142.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | | 12,096 | 12,439 | + | 343 | 3 | 3,708 | 3,368 | - | 340 | 9 | 9,896 | 10,631 | + | 735 | 7 |
| | | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | |
| | | | | | | PLANNED | ACTUAL | + CHANGE | % | PLANNED | ESTIMATED | + CHANGE | % | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | | |
| 1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES | | | | | | 5 | 5 | + | 0 | 0 | 5 | 5 | + | 0 | 0 | |

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STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100301

OFFICE OF THE PUBLIC DEFENDER

BUF-151

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | |
|---|---------------------|--------|----------|------|---|-----------------------------|--------|----------|------|-----------------------------|----------|-----------|----------|------|----|
| | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ESTIMATED | ± CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 81.00 | 80.00 | - | 1.00 | 1 | 81.00 | 81.00 | + | 0.00 | 0 | 81.00 | 81.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 8,651 | 8,857 | + | 206 | 2 | 2,369 | 2,160 | - | 209 | 9 | 6,894 | 7,394 | + | 500 | 7 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 81.00 | 80.00 | - | 1.00 | 1 | 81.00 | 81.00 | + | 0.00 | 0 | 81.00 | 81.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 8,651 | 8,857 | + | 206 | 2 | 2,369 | 2,160 | - | 209 | 9 | 6,894 | 7,394 | + | 500 | 7 |
| | | | | | | | | | | | | | | | |
| | | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | |
| | | | | | | PLANNED | ACTUAL | ± CHANGE | | % | PLANNED | ESTIMATED | ± CHANGE | | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES | | | | | | 5 | 5 | + | 0 | 0 | 5 | 5 | + | 0 | 0 |
| 2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES | | | | | | 353 | 387 | + | 34 | 10 | 362 | 397 | + | 35 | 10 |
| 3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMILY COURT | | | | | | 211 | 193 | - | 18 | 9 | 218 | 199 | - | 19 | 9 |
| 4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES | | | | | | 5 | 5 | + | 0 | 0 | 5 | 5 | + | 0 | 0 |
| 5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS | | | | | | 90 | 90 | + | 0 | 0 | 90 | 90 | + | 0 | 0 |
| | | | | | | | | | | | | | | | |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES | | | | | | 5204 | 5084 | - | 120 | 2 | 5308 | 5189 | - | 119 | 2 |
| 2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES | | | | | | 30040 | 32105 | + | 2065 | 7 | 30641 | 32747 | + | 2106 | 7 |
| 3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES | | | | | | 107 | 107 | + | 0 | 0 | 109 | 109 | + | 0 | 0 |
| 4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES | | | | | | 261 | 277 | + | 16 | 6 | 266 | 283 | + | 17 | 6 |
| 5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES | | | | | | 8577 | 8090 | - | 487 | 6 | 8749 | 8252 | - | 497 | 6 |
| 6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES | | | | | | 2012 | 2021 | + | 9 | 0 | 2052 | 2061 | + | 9 | 0 |
| | | | | | | | | | | | | | | | |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. CASES ACCEPTED - FELONY | | | | | | 4636 | 4599 | - | 37 | 1 | 4729 | 4691 | - | 38 | 1 |
| 2. CASES ACCEPTED - MISDEMEANOR | | | | | | 29010 | 31173 | + | 2163 | 7 | 29590 | 31796 | + | 2206 | 7 |
| 3. CASES ACCEPTED - FAMILY COURT | | | | | | 8091 | 7612 | - | 479 | 6 | 8253 | 7764 | - | 489 | 6 |
| 4. CASES ACCEPTED - APPEAL | | | | | | 107 | 107 | + | 0 | 0 | 109 | 109 | + | 0 | 0 |
| 5. CASES ACCEPTED - MENTAL COMMITMENT | | | | | | 261 | 277 | + | 16 | 6 | 266 | 283 | + | 17 | 6 |
| 6. CASES ACCEPTED - PRISON | | | | | | 2012 | 2021 | + | 9 | 0 | 2052 | 2061 | + | 9 | 0 |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

**10 03 01
BUF 151**

PART I - EXPENDITURES AND POSITIONS

FY 2006-07

The variance in expenditures and positions in FY 07 are primarily due to collective bargaining allocations. The program has filled these vacant positions as of October 30, 2007.

FY 2007-08

Expenditures - The 1st quarter variance in expenditures are primarily due to vacant positions that were filled as of October 30, 2007 and other current expense costs that were lower during the 1st quarter than planned. For the remainder of FY 08, we are anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

The variance in measure of effectiveness #2 reflects the unpredictability in the annual number of indigent persons who require legal services in criminal cases coupled with the authorized staffing levels of the Office of the Public Defender.

PART III - PROGRAM TARGET GROUPS

There are no significant variances.

PART IV - PROGRAM ACTIVITIES

There are no significant variances.

STATE OF HAWAII

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO: 100303

VARIANCE REPORT

REPORT V61

11/29/07

| | FISCAL YEAR 2006-07 | | | | | THREE MONTHS ENDED 09-30-07 | | | | | NINE MONTHS ENDING 06-30-08 | | | | |
|---|---------------------|--------|----------|------|----|-----------------------------|--------|----------|-------|------|-----------------------------|-----------|----------|-------|-----|
| | BUDGETED | ACTUAL | ± CHANGE | % | | BUDGETED | ACTUAL | ± CHANGE | | % | BUDGETED | ESTIMATED | ± CHANGE | | % |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 55.00 | 49.00 | - | 6.00 | 11 | 60.00 | 49.00 | - | 11.00 | 18 | 60.00 | 60.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 3,348 | 3,478 | + | 130 | 4 | 1,308 | 1,177 | - | 131 | 10 | 2,825 | 3,056 | + | 231 | 8 |
| TOTAL COSTS | | | | | | | | | | | | | | | |
| POSITIONS | 55.00 | 49.00 | - | 6.00 | 11 | 60.00 | 49.00 | - | 11.00 | 18 | 60.00 | 60.00 | + | 0.00 | 0 |
| EXPENDITURES (\$1000's) | 3,348 | 3,478 | + | 130 | 4 | 1,308 | 1,177 | - | 131 | 10 | 2,825 | 3,056 | + | 231 | 8 |
| | | | | | | FISCAL YEAR 2006-07 | | | | | FISCAL YEAR 2007-08 | | | | |
| | | | | | | PLANNED | ACTUAL | ± CHANGE | | % | PLANNED | ESTIMATED | ± CHANGE | | % |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | | | | | | | | | | |
| 1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS | | | | | | 10 | 35 | + | 25 | 250 | 10 | 10 | + | 0 | 0 |
| 2. NO. DAYS BETWN RECORDING & COMPLETION - LAND COURT | | | | | | 28 | 366 | + | 338 | 1207 | 28 | 45 | + | 17 | 61 |
| 3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES | | | | | | 1 | 2 | + | 1 | 100 | 1 | 2 | + | 1 | 100 |
| 4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES | | | | | | 1 | 2 | + | 1 | 100 | 1 | 2 | + | 1 | 100 |
| 5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION | | | | | | 1 | 2 | + | 1 | 100 | 1 | 2 | + | 1 | 100 |
| PART III: PROGRAM TARGET GROUP | | | | | | | | | | | | | | | |
| 1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM | | | | | | 205000 | 235929 | + | 30929 | 15 | 205000 | 210000 | + | 5000 | 2 |
| 2. NUMBER OF DOCUMENTS RECORDED - LAND COURT | | | | | | 105000 | 174433 | + | 69433 | 66 | 105000 | 145000 | + | 40000 | 38 |
| 3. LAND COURT CERTIFICATES OF TITLE ISSUED | | | | | | 30000 | 53503 | + | 23503 | 78 | 30000 | 30000 | + | 0 | 0 |
| 4. LAND COURT ORDERS RECORDED | | | | | | 3800 | 4431 | + | 631 | 17 | 3800 | 3800 | + | 0 | 0 |
| 5. MAPS FILED - LAND COURT AND REGULAR SYSTEM | | | | | | 175 | 153 | - | 22 | 13 | 175 | 150 | - | 25 | 14 |
| 6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS | | | | | | 140000 | 155000 | + | 15000 | 11 | 140000 | 145000 | + | 5000 | 4 |
| 7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED | | | | | | 500 | 423 | - | 77 | 15 | 500 | 500 | + | 0 | 0 |
| PART IV: PROGRAM ACTIVITY | | | | | | | | | | | | | | | |
| 1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM | | | | | | 130000 | 148652 | + | 18652 | 14 | 130000 | 130000 | + | 0 | 0 |
| 2. NO. OF DOCUMENTS PROCESSED - LAND COURT | | | | | | 95000 | 135462 | + | 40462 | 43 | 95000 | 95000 | + | 0 | 0 |
| 3. LAND COURT CERTIFICATES OF TITLE PRODUCED | | | | | | 25000 | 33542 | + | 8542 | 34 | 25000 | 25000 | + | 0 | 0 |
| 4. LAND COURT ORDERS PROCESSED | | | | | | 2500 | 3415 | + | 915 | 37 | 2500 | 2500 | + | 0 | 0 |
| 5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM | | | | | | 175 | 153 | - | 22 | 13 | 175 | 175 | + | 0 | 0 |
| 6. CERTIFIED COPIES PROCESSED | | | | | | 133000 | 155000 | + | 22000 | 17 | 133000 | 133000 | + | 0 | 0 |
| 7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED | | | | | | 500 | 423 | - | 77 | 15 | 500 | 500 | + | 0 | 0 |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

**10 03 03
LNR 111**

PART I - EXPENDITURES AND POSITIONS

Positions filled were fewer than budgeted due to resignations and temporary assignments resulting in increased overtime costs. Efforts to fill current vacancies and newly established position approved by the legislature is ongoing.

PART II - MEASURES OF EFFECTIVENESS

Measures are established based on full staffing. Experience was lost with resignations, and the training of new hires could not be expected to immediately fill void.

PART III - PROGRAM TARGET GROUPS

Title companies, developers, lenders, attorneys and realtors depend on the efficient operation of the division. Continued enhancement efforts to our computer system will increase benefits to the public.

PART IV - PROGRAM ACTIVITIES

The Bureau of Conveyances serves as the sole recording office for the State of Hawaii. Timely recordings and accurate records are critical, the absence of which greatly affects the real estate industry. With economic forecasts indicating a slowdown, timeliness and accuracy becomes a major concern to eliminate adverse impacts to the general public.

STATE OF HAWAII

PROGRAM TITLE:

COMMISSION ON THE STATUS OF WOMEN

PROGRAM-ID:

HMS-888

PROGRAM STRUCTURE NO: 100304

VARIANCE REPORT

REPORT V61

11/29/07

| FISCAL YEAR 2006-07 | | | | | | THREE MONTHS ENDED 09-30-07 | | | | NINE MONTHS ENDING 06-30-08 | | | | | | | | | | | | | | | |
|---|--|--|--|--|--|-----------------------------|--|----------|--|-----------------------------|--|----------|--|-----------|--|-----------|--|----------|--|---|--|------|--|-----|--|
| BUDGETED | | | | | | ACTUAL | | ± CHANGE | | % | | BUDGETED | | ESTIMATED | | ± CHANGE | | % | | | | | | | |
| PART I: EXPENDITURES & POSITIONS | | | | | | | | | | | | | | | | | | | | | | | | | |
| RESEARCH & DEVELOPMENT COSTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | | | | | | | | | | | | | | | | | | | | |
| EXPENDITURES (\$1,000's) | | | | | | | | | | | | | | | | | | | | | | | | | |
| OPERATING COSTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | 1.00 | | 1.00 | | + | | 0.00 | | 0 | | 1.00 | | 1.00 | | + | | 0.00 | | 0 | |
| EXPENDITURES (\$1000's) | | | | | | 97 | | 104 | | + | | 7 | | 7 | | 31 | | 31 | | + | | 0 | | 0 | |
| TOTAL COSTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| POSITIONS | | | | | | 1.00 | | 1.00 | | + | | 0.00 | | 0 | | 1.00 | | 1.00 | | + | | 0.00 | | 0 | |
| EXPENDITURES (\$1000's) | | | | | | 97 | | 104 | | + | | 7 | | 7 | | 31 | | 31 | | + | | 0 | | 0 | |
| | | | | | | FISCAL YEAR 2006-07 | | | | FISCAL YEAR 2007-08 | | | | | | | | | | | | | | | |
| | | | | | | PLANNED | | ACTUAL | | ± CHANGE | | % | | PLANNED | | ESTIMATED | | ± CHANGE | | % | | | | | |
| PART II: MEASURES OF EFFECTIVENESS | | | | | | 40 | | 40 | | + | | 0 | | 0 | | 40 | | 40 | | + | | 0 | | 0 | |
| 1. NO. WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL | | | | | | 22 | | 31 | | + | | 9 | | 41 | | 25 | | 31 | | + | | 6 | | 24 | |
| 2. NO. WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS | | | | | | 50 | | 50 | | + | | 0 | | 0 | | 52 | | 52 | | + | | 0 | | 0 | |
| 3. NO. WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS | | | | | | 34 | | 33 | | - | | 1 | | 3 | | 35 | | 35 | | + | | 0 | | 0 | |
| 4. NO. WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE | | | | | | 20 | | 21 | | + | | 1 | | 5 | | 20 | | 20 | | + | | 0 | | 0 | |
| 5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE | | | | | | 75 | | 75 | | + | | 0 | | 0 | | 75 | | 75 | | + | | 0 | | 0 | |
| 6. % OF STATE POPULATION REACHED BY COMMISSION PROGMS | | | | | | 2000 | | 1800 | | - | | 200 | | 10 | | 2232 | | 2232 | | + | | 0 | | 0 | |
| 7. NO. OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES | | | | | | | | | | | | | | | | | | | | | | | | | |
| PART III: PROGRAM TARGET GROUP | | | | | | 1406 | | 1285 | | - | | 121 | | 9 | | 1406 | | 1406 | | + | | 0 | | 0 | |
| 1. TOTAL STATE POPULATION (THOUSANDS) | | | | | | 719 | | 642 | | - | | 77 | | 11 | | 719 | | 642 | | - | | 77 | | 11 | |
| 2. TOTAL STATE FEMALE POPULATION (THOUSANDS) | | | | | | 300 | | 320 | | + | | 20 | | 7 | | 300 | | 320 | | + | | 20 | | 7 | |
| 3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE) | | | | | | 453 | | 422 | | - | | 31 | | 7 | | 453 | | 453 | | + | | 0 | | 0 | |
| 4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS) | | | | | | 109 | | 101 | | - | | 8 | | 7 | | 109 | | 109 | | + | | 0 | | 0 | |
| 5. FEMALES OVER 65 (THOUSANDS) | | | | | | | | | | | | | | | | | | | | | | | | | |
| PART IV: PROGRAM ACTIVITY | | | | | | 300 | | 320 | | + | | 20 | | 7 | | 300 | | 300 | | + | | 0 | | 0 | |
| 1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS | | | | | | 350000 | | 350000 | | + | | 0 | | 0 | | 350000 | | 350000 | | + | | 0 | | 0 | |
| 2. NO. OF EDUC/INFO MATERIALS PRODUCED AND CIRCULATED | | | | | | 200 | | 288 | | + | | 88 | | 44 | | 200 | | 288 | | + | | 88 | | 44 | |
| 3. NO. PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD | | | | | | 200 | | 556 | | + | | 356 | | 178 | | 200 | | 556 | | + | | 356 | | 178 | |
| 4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS) | | | | | | 200 | | 180 | | - | | 20 | | 10 | | 200 | | 180 | | - | | 20 | | 10 | |
| 5. NO. OF NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS | | | | | | 36 | | 40 | | + | | 4 | | 11 | | 36 | | 40 | | + | | 4 | | 11 | |
| 6. NO. SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF | | | | | | 50 | | 57 | | + | | 7 | | 14 | | 50 | | 57 | | + | | 7 | | 14 | |
| 7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED | | | | | | NO DATA | | 8 | | + | | 8 | | 0 | | NO DATA | | 8 | | + | | 8 | | 0 | |
| 8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS | | | | | | NO DATA | | 2 | | + | | 2 | | 0 | | NO DATA | | 2 | | + | | 2 | | 0 | |
| 9. NO. ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN | | | | | | | | | | | | | | | | | | | | | | | | | |

VARIANCE REPORT NARRATIVE FY 2007 AND FY 2008

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

No variance for FY 2007.

PART II - MEASURES OF EFFECTIVENESS

Item 2. There are eighteen (18) women of the fifty-one (51) seats in the House of Representatives and 7 women of the twenty five (25) seats in the Senate for a total of 31% of the Legislator.

PART III - PROGRAM TARGET GROUPS

Item 2. The target group for the Hawaii State Commission on the Status of Women is the female population of the state. They are fifty percent (50%) of the State of Hawaii's total population.

PART IV - PROGRAM ACTIVITIES

Items 3, 4, 6, 7. This year, the Commission has taken the opportunity to better measure their actual program activities. The variances in items 3, 4, 6 and 7 are based on earlier planned estimates which will be adjusted next year to better reflect actual levels of activities.

Women's Health Month: Continue to sponsor and coordinate statewide events from public and private sectors and publish a "Calendar of Events" to reach over 450,000 people throughout Hawaii. Participated as member on Family Planning Funding Task group working on a legislative recommendation for women's reproductive support.

Women's History Month and Oral History Collection: The theme for Women's History Month: Generations of Women Moving History Forward was celebrated at a Washington Place reception. The goal of the oral history collection is to collect the women's stories in their own voices. To have them tell their own stories, enabling them to speak to Hawaii's future, sharing their wisdom and knowledge. Added video program to collection for 2007 Women's History Month Honoree.

Equal Pay Day: Hawaii Women's Wage Equality and Economic Self Sufficiency. The Commission works at two levels to impact women's economic self-sufficiency the systematic and the individual levels. We launched a collaborative grassroots program call WAGE Club, designed to close the wage gap between women and men at work. On the systematic level continued work with the Family Economic Self-Sufficiency Standard Advisory Committee (HI FESS): Work actively with the HI FESS Advisory Committee to maintain the self-sufficiency standard and establish a HI FESS calculator to personalize per family the amount of money families need to meet their basic needs to live in Hawaii.

Hawaii Women's Coalition: Continue to Chair and lead the Hawaii Women's Coalition to participate in the legislative process and advocate on issues and strengthen laws impacting women, children and families on areas such as economic security, employment, housing, health, elder care, voting, and women offenders.

Increased the number of bills researched, initiated, supported due to the re-engaging with state wide organizations working on women's advocacy.

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